A. Description of Course Content

This course explores the history of managed care in health and social services, as well as current topics and practical applications. It covers the underlying philosophy, current trends, and practice issues in fields including health care, aging, behavioral and mental health, and child welfare. The course involves students in assessing the potential for conflict between social work values, ethics, and managed care systems. The course builds skills for administrative roles in managed care settings.

Prerequisite: SOCW 6371 or concurrent enrollment

B. Student Learning Outcomes

Advanced Practice Behaviors—Direct Practice with Health Specialty:

1. **Educational Policy 2.1.2 - Apply social work ethical principles to guide professional practice**
   
   1. Advanced social workers in health implement an effective decision-making strategy for deciphering ethical dilemmas specific to the multiple and diverse needs in health care interventions and settings.

2. **Educational Policy 2.1.5- Advance human rights and social and economic justice**
   
   1. Advanced social workers in health can identify ways in which power, privilege, gender, race, ethnicity, social class, age, and other forms of social stratification and disenfranchisement influence the evaluation process.

3. **Educational Policy 2.1.8—Engage in policy practice to advance social and**
economic well-being and to deliver effective social work services

1. Advance social workers in health communicate to stakeholders the implication of policies and policy change related to health and health care systems.
2. Advanced social workers in health advocate for policies that advance the social and economic well-being of those with health concerns and illness.

At the conclusion of the course students will be able to:

1. Compare the evolution and role of managed care with other models of service delivery, including their relationship with client empowerment
2. Apply knowledge of managed care services to issues of social justice and human diversity, including equitable access to services by race, ethnicity, age, gender, challenges, and others
3. Critique administrative practice with respect to ethical and legal obligations in managed care
4. Analyze managed care in diverse practice settings, including health care, aging, behavioral and mental health, and child welfare
5. Cite and apply empirical studies of effectiveness in managed care service delivery

C. Required Textbooks and Other Course Materials


D. Additional Recommended Textbooks and Other Course Materials

N/A

E. Descriptions of Major Assignments and Examinations

1) Short Paper: (10 points)

Experience and understanding of health insurance and healthcare system. See Rubric for details.

2) Quiz 1 (20 points)

Multiple choice, T/F, short answers (~42 questions) covering content from the reading requirements and class discussions. These will tell me if everyone understands the materials, so I can address any knowledge gaps during our discussions in class.

3) Quiz 2 (20 points)

Multiple choice, T/F, short answers (~42 questions) covering content from the reading requirements and class discussions. These will tell me if everyone understands the materials, so I can address any knowledge gaps during our discussions in class.

4) Interview Paper: (20 points)

Interview a social worker in the health field. See Rubric for details.

5) Comprehensive Final Exam (30 points)

6) NO EXTRA CREDIT ASSIGNMENTS OR POINTS WILL BE AVAILABLE.

F. Attendance
At The University of Texas at Arlington, taking attendance is not required but attendance is a critical indicator in student success. Each faculty member is free to develop his or her own methods of evaluating students' academic performance, which includes establishing course-specific policies on attendance. However, while UT Arlington does not require instructors to take attendance in their courses, the U.S. Department of Education requires that the University have a mechanism in place to mark when Federal Student Aid recipients “begin attendance in a course.” UT Arlington instructors will report when students begin attendance in a course as part of the final grading process. Specifically, when assigning a student a grade of F, faculty report the last date a student attended their class based on evidence such as a test, participation in a class project or presentation, or an engagement online via Blackboard. This date is reported to the Department of Education for federal financial aid recipients. As the instructor of this section,

Attendance is not taken in this class. Each class missed is a significant loss of instruction and can affect your grade. I encourage you to maximize the learning opportunity by attending classes and participating in class discussions. The natural consequence for missing class is missing an opportunity to learn information pertinent to quizzes and exams.

G. Grading

The following scale will be used for calculating an overall course grade:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Percentage</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>100% - 90%</td>
<td>100-90</td>
</tr>
<tr>
<td>B</td>
<td>89% - 80%</td>
<td>89-80</td>
</tr>
<tr>
<td>C</td>
<td>79% -- 70%</td>
<td>79-70</td>
</tr>
<tr>
<td>D</td>
<td>69% -- 60%</td>
<td>69-60</td>
</tr>
<tr>
<td>F</td>
<td>59% and below</td>
<td>59 or less</td>
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</table>

Students are expected to keep track of their performance throughout the semester and seek guidance from available sources (including the instructor) if their performance drops below satisfactory levels; see “Student Support Services,” below.

H. Make-Up Exams

Late assignments will be assigned a 5 point penalty for each day late, and will only be accepted up to 2 days after the scheduled due date. Make-up quizzes and exams will be considered on a case-by-case basis, and may receive a penalty of up to 10% of the final grade. Individual circumstances taken into account requires documentation such as a documented medical emergency.

I. Course Schedule

<table>
<thead>
<tr>
<th>Session Week</th>
<th>Course Topics</th>
<th>Due This Week</th>
<th>Readings</th>
</tr>
</thead>
<tbody>
<tr>
<td>8/28/17</td>
<td>Introductions, course overview, expectations, and assignments.</td>
<td></td>
<td>Syllabus and examine Blackboard Student Resources</td>
</tr>
</tbody>
</table>
| Session 9/4/17 | Introductory Concepts in Managed Care  
NASW standards for health social workers  
History of managed care and insurance in the US  
Health care and the market economy | 1) Kongstvedt Ch. 1  
2) Barr, Preface  
3) Barr, Ch. 2 |
| Session 9/11/17 | Introductory Concepts in Managed Care, cont’d.  
Health insurance, HMOs and the managed care revolution  
Patient Advocate Foundation: Understanding Managed Care | Short Paper  
1) Barr, Ch. 5 |
| Session 9/18/17 | Historical Perspective: Managed Care & Medicare  
Medicare: Universal health insurance for elderly people  
LBJ’s remarks at signing of Medicare Bill  
Medicare and managed care from social work perspective | 1) Barr, Ch. 6  
2) Kongstvedt, Ch. 7, pp. 239-254 |
| Session 9/25/17 | Historical Perspective: Managed Care & Medicaid and the State Children’s Health Insurance Program (S-CHIP)  
Medicaid managed care from the social work perspective  
Difference between Medicare and Medicaid | Quiz 1  
1) Barr, Ch. 7  
2) Kongstvedt, Ch. 7, pp. 254-261 |
| Session 10/2/17 | Current Perspective: Managed Care Issues in the Patient Protection & Affordable Care Act (ACA or Obamacare)  
The ACA and the politics of health care reform and market  
Cost control under the ACA | Submit Interview Proposal  
1) Barr, Ch. 1  
2) healthcare.gov |
| Session 10/9/17 | Current Perspective: Ethics and Cultural Values in Health Care Policy and Managed Care  
Institutions that drive health care  
US health care & costs compared to Canada | 1) Barr, Ch. 3 |
| Session 10/16/17 | Current Perspective: For-Profit Care; Pharmaceuticals & Managed Care  
The movement toward for-profit models of managed care  
Conflicts of interest in pharmaceutical sales  
Managed care efforts to control expenditures | 1) Barr, Ch. 8  
2) Barr, Ch. 9 |
| Session 10/23/17 | Current Perspective: Managed Care Issues for Long-Term Care, Elderly Adults, and Individuals with Disabilities  
Managed care in nursing homes, hospice, and home health care  
Medicaid managed care initiatives and payments | 1) Barr, Ch. 10 |
| Session 10/30/17 | Current Perspective: The Uninsured, Barriers to Health Care, & Future Directions of Managed Care Reform  
Who are the uninsured  
State vignettes on reducing the percent of uninsured  
Racial bias in access to care  
Rationing: is it inevitable? | 1) Barr, Ch. 11  
2) Barr, Ch. 12 |
<table>
<thead>
<tr>
<th>Session</th>
<th>Date</th>
<th>Topic</th>
<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>11/6/17</td>
<td></td>
<td><strong>Current Perspective: Managed Care Issues in Mental Health and Substance Abuse</strong>&lt;br&gt;The mental health parity and addiction equity act&lt;br&gt;How social workers cope with managed care in MH&lt;br&gt;Critique of managed care mental health treatment model</td>
<td>Quiz 2&lt;br&gt;1) Barr, Ch. 13</td>
</tr>
<tr>
<td>11/13/17</td>
<td></td>
<td><strong>Application: Coverage and Types of Health Care Plans</strong>&lt;br&gt;Benefits, cost sharing, and bearing risk&lt;br&gt;Types of payer organizations&lt;br&gt;The continuum of managed care</td>
<td>1) Kongstvedt, Ch. 2</td>
</tr>
<tr>
<td>11/20/17</td>
<td></td>
<td><strong>Application: Providers and Organization of Managed Care</strong>&lt;br&gt;The managed care provider network&lt;br&gt;The health professions and organization of health care&lt;br&gt;Network adequacy standards</td>
<td>Interview Paper Due&lt;br&gt;1) Kongstvedt, Ch. 3&lt;br&gt;2) Barr, Ch. 4</td>
</tr>
<tr>
<td>11/27/17</td>
<td></td>
<td><strong>Application: Payment and Reimbursement in Managed Care</strong>&lt;br&gt;Arguments for and against capitation&lt;br&gt;Risk vs. non-risk payment&lt;br&gt;Charge master/charge description master</td>
<td>1) Kongstvedt, Ch. 4</td>
</tr>
<tr>
<td>12/4/17</td>
<td></td>
<td><strong>Application: Accreditation, Quality Management, and Laws and Regulations Related to Managed Care</strong>&lt;br&gt;Prevention and medical necessity&lt;br&gt;Utilization and appeals&lt;br&gt;Federal oversight of managed care organizations&lt;br&gt;Course Wrap-up</td>
<td>1) Kongstvedt, Ch. 5&lt;br&gt;2) Kongstvedt, Ch. 8</td>
</tr>
<tr>
<td>12/11/17</td>
<td></td>
<td>Final Exam</td>
<td></td>
</tr>
</tbody>
</table>

As the instructor for this course, I reserve the right to adjust this schedule in any way that serves the educational needs of the students enrolled in this course.

**J. Expectations for Out-of-Class Study**

Beyond the time required to attend each class meeting, students enrolled in this course should expect to spend at least an additional three hours (for each hour of class or lecture per week) of their own time in course-related activities, including reading required materials, completing assignments, preparing for assignments and exams, and reviewing online content, etc.

**K. Grade Grievances**


**L. Student Support Services**

UT Arlington provides a variety of resources and programs designed to help students develop academic skills,
dealing with personal situations, and better understand concepts and information related to their courses. Resources include tutoring, major-based learning centers, developmental education, advising and mentoring, personal counseling, and federally funded programs. For individualized referrals, students may visit the reception desk at University College (Ransom Hall), call the Maverick Resource Hotline at 817-272-6107, send a message to resources@uta.edu, or view the information at http://www.uta.edu/universitycollege/resources/index.php.

The IDEAS Center (2nd Floor of Central Library) offers free tutoring to all students with a focus on transfer students, sophomores, veterans and others undergoing a transition to UT Arlington. To schedule an appointment with a peer tutor or mentor email IDEAS@uta.edu or call (817) 272-6593.

The UT Arlington School of Social Work community is committed to and cares about all of our students. If you or someone you know feels overwhelmed, hopeless, depressed, and/or is thinking about dying by suicide or harming oneself or someone else, supportive services are available. For immediate, 24-hour help call MAVS Talk at 817-272-TALK (817-272-8255). For campus resources, contact Counseling and Psychological Services (817-272-3671 or visit http://www.uta.edu/caps/index.php) or UT Arlington Psychiatric Services (817-272-2771 or visit https://www.uta.edu/caps/services/psychiatric.php) for more information or to schedule an appointment. You can be seen by a counselor on a walk-in basis every day, Monday through Friday, from 8:00 AM to 5:00 PM in Ransom Hall, Suite 303. Getting help is a smart and courageous thing to do - for yourself and for those who care about you.

M. Librarian to Contact

The Social Sciences/Social Work Resource Librarian is Brooke Troutman. Her office is in the campus Central Library. She may also be contacted via E-mail: brooke.troutman@uta.edu or by phone: (817)272-5352 below are some commonly used resources needed by students in online or technology supported courses:

http://www.uta.edu/library/services/distance.php

The following is a list, with links, of commonly used library resources:

Library Home Page...................... http://www.uta.edu/library
Subject Guides......................... http://libguides.uta.edu
Subject Librarians...................... http://www.uta.edu/library/help/subject-librarians.php
Course Reserves......................... http://pulse.uta.edu/vwebv/enterCourseReserve.do
Connecting from Off--Campus........ http://libguides.uta.edu/offcampus
Ask a Librarian......................... http://ask.uta.edu

N. Emergency Exit Procedures

Should we experience an emergency event that requires us to vacate the building, students should exit the room and move toward the nearest exits, which are the stairwells located at either end of the adjacent hallway. When exiting the building during an emergency, one should never take an elevator but should use the stairwells. Faculty members and instructional staff will assist students in selecting the safest route for evacuation and will make arrangements to assist individuals with disabilities.

O. Drop Policy

Students may drop or swap (adding and dropping a class concurrently) classes through self-service in MyMav from the beginning of the registration period through the late registration period. After the late registration period, students must see their academic advisor to drop a class or withdraw. Undeclared students must see an advisor in the University Advising Center. Drops can continue through a point two-thirds of the way through the term or session. It is the student’s responsibility to officially withdraw if they do not plan to attend after registering. Students will not be automatically dropped for non-attendance. Repayment of certain types of financial aid administered through the University may be required as the result of dropping classes or withdrawing. For more information, contact the Office of Financial Aid and Scholarships (
P. Disability Accommodations

UT Arlington is on record as being committed to both the spirit and letter of all federal equal opportunity legislation, including The Americans with Disabilities Act (ADA), The Americans with Disabilities Amendments Act (ADAAA), and Section 504 of the Rehabilitation Act. All instructors at UT Arlington are required by law to provide “reasonable accommodations” to students with disabilities, so as not to discriminate on the basis of disability. Students are responsible for providing the instructor with official notification in the form of a letter certified by the Office for Students with Disabilities (OSD). Only those students who have officially documented a need for an accommodation will have their request honored. Students experiencing a range of conditions (Physical, Learning, Chronic Health, Mental Health, and Sensory) that may cause diminished academic performance or other barriers to learning may seek services and/or accommodations by contacting:

The Office for Students with Disabilities, (OSD) [www.uta.edu/disability](http://www.uta.edu/disability) or calling 817-272-3364. Information regarding diagnostic criteria and policies for obtaining disability-based academic accommodations can be found at [www.uta.edu/disability](http://www.uta.edu/disability).

Counseling and Psychological Services, (CAPS) [www.uta.edu/caps/](http://www.uta.edu/caps/) or calling 817-272-3671 is also available to all students to help increase their understanding of personal issues, address mental and behavioral health problems and make positive changes in their lives.

Q. Non-Discrimination Policy

The University of Texas at Arlington does not discriminate on the basis of race, color, national origin, religion, age, gender, sexual orientation, disabilities, genetic information, and/or veteran status in its educational programs or activities it operates. For more information, visit [uta.edu/eos](http://uta.edu/eos).

R. Title IX Policy

The University of Texas at Arlington ("University") is committed to maintaining a learning and working environment that is free from discrimination based on sex in accordance with Title IX of the Higher Education Amendments of 1972 (Title IX), which prohibits discrimination on the basis of sex in educational programs or activities; Title VII of the Civil Rights Act of 1964 (Title VII), which prohibits sex discrimination in employment; and the Campus Sexual Violence Elimination Act (SaVE Act). Sexual misconduct is a form of sex discrimination and will not be tolerated. For information regarding Title IX, visit [www.uta.edu/titleIX](http://www.uta.edu/titleIX) or contact Ms. Jean Hood, Vice President and Title IX Coordinator at (817) 272-7091 or jmhood@uta.edu.

S. Academic Integrity

Students enrolled all UT Arlington courses are expected to adhere to the UT Arlington Honor Code:

> I pledge, on my honor, to uphold UT Arlington’s tradition of academic integrity, a tradition that values hard work and honest effort in the pursuit of academic excellence.

> I promise that I will submit only work that I personally create or contribute to group collaborations, and I will appropriately reference any work from other sources. I will follow the highest standards of integrity and uphold the spirit of the Honor Code.

UT Arlington faculty members may employ the Honor Code in their courses by having students acknowledge the honor code as part of an examination or requiring students to incorporate the honor code into any work submitted. Per UT System Regents' Rule 50101, §2.2, suspected violations of university’s standards for academic integrity (including the Honor Code) will be referred to the Office of Student Conduct. Violators will be disciplined in accordance with University policy, which may result in the student’s suspension or expulsion.
from the University. Additional information is available at https://www.uta.edu/conduct/.

**T. Electronic Communication**

UT Arlington has adopted MavMail as its official means to communicate with students about important deadlines and events, as well as to transact university-related business regarding financial aid, tuition, grades, graduation, etc. All students are assigned a MavMail account and are responsible for checking the inbox regularly. There is no additional charge to students for using this account, which remains active even after graduation. Information about activating and using MavMail is available at http://www.uta.edu/oit/cs/email/mavmail.php.

**U. Campus Carry**

Effective August 1, 2016, the Campus Carry law (Senate Bill 11) allows those licensed individuals to carry a concealed handgun in buildings on public university campuses, except in locations the University establishes as prohibited. Under the new law, openly carrying handguns is not allowed on college campuses. For more information, visit http://www.uta.edu/news/info/campus-carry/.

**V. Student Feedback Survey**

At the end of each term, students enrolled in face-to-face and online classes categorized as “lecture,” “seminar,” or “laboratory” are directed to complete an online Student Feedback Survey (SFS). Instructions on how to access the SFS for this course will be sent directly to each student through MavMail approximately 10 days before the end of the term. Each student’s feedback via the SFS database is aggregated with that of other students enrolled in the course. Students’ anonymity will be protected to the extent that the law allows. UT Arlington’s effort to solicit, gather, tabulate, and publish student feedback is required by state law and aggregate results are posted online. Data from SFS is also used for faculty and program evaluations. For more information, visit http://www.uta.edu/sfs.

**W. Final Review Week**

For semester-long courses, a period of five class days prior to the first day of final examinations in the long sessions shall be designated as Final Review Week. The purpose of this week is to allow students sufficient time to prepare for final examinations. During this week, there shall be no scheduled activities such as required field trips or performances; and no instructor shall assign any themes, research problems or exercises of similar scope that have a completion date during or following this week unless specified in the class syllabus. During Final Review Week, an instructor shall not give any examinations constituting 10% or more of the final grade, except makeup tests and laboratory examinations. In addition, no instructor shall give any portion of the final examination during Final Review Week. During this week, classes are held as scheduled. In addition, instructors are not required to limit content to topics that have been previously covered; they may introduce new concepts as appropriate.